

1 **Q. WHAT IS YOUR NAME?**

2 A. KIM NOWELL

3 **Q. WHAT IS YOUR ADDRESS?**

4 A. 204 MATCHPOINT DRIVE

5 **Q. ARE YOU IN THE FORTY LOVE POINT NEIGHBORHOOD?**

6 A. YES

7 **Q. HOW LONG HAVE YOU LIVED THERE?**

8 A. SEVEN YEARS

9 **Q. HOW MANY PEOPLE LIVE AT YOUR HOUSE?**

10 A. FIVE

11 **Q. TWO ADULTS AND THREE CHILDREN?**

12 A. CORRECT

13 **Q. WHAT SERVICES DO YOU GET FROM CAROLINA WATER**

14 **SERVICE?**

15 A. WATER AND SEWER

16 **Q. IS THE WATER ITSELF PROVIDED BY CAROLINA WATER**

17 **SERVICE?**

18 A. CORRECT

19 **Q. WHAT IS THE QUALITY OF THE WATER AT YOUR HOUSE?**

20 A. BASICALLY WE HAVE PROBLEMS FREQUENTLY WITH BROWN

21 WATER IN OUR TUBS, IN OUR SINKS, TOILETS. WE HAVE RUST

1 STAINS IN ALL OF OUR TOILETS. WE HAVE SMELLY WATER
2 COMING FROM OUR WASHING MACHINE 85% OF THE TIME.
3 BECAUSE OF THIS WE DECIDED TO INSTALL A WATER FILTRATION
4 UNDER OUR HOUSE.

5 **Q. WHEN DID YOU INSTALL THAT?**

6 A. ABOUT A YEAR AGO

7 **Q. HOW MUCH DID THAT COST TO INSTALL?**

8 A. [ANSWER PENDING]

9 **Q. HOW MUCH DO THE FILTERS COST?**

10 A. [ANSWER PENDING]

11 **Q. WHAT KIND OF FILTRATION SYSTEM IS IT?**

12 A. IT FILTERS ALL THE WATER THAT COMES INTO THE HOUSE

13 **Q. WHEN YOU CHANGE THE FILTER WHAT DO YOU SEE?**

14 A. IT IS ABSOLUTELY DISGUSTING. WE HAVE TO GET SOMETHING TO
15 CLEAN AROUND WHERE THE WATER HAS BEEN.

16 **EXHIBIT – USED WATER FILTER [WILL BRING TO HEARING]**

17 **Q. DO YOU STILL HAVE WATER PROBLEMS EVEN AFTER THE**
18 **FILTER WAS INSTALLED?**

19 A. YES

20 **Q. HOW OFTEN DO YOU CHANGE THE FILTER?**

21 A. EVERY 2 MONTHS

1 **Q. BEFORE YOU PUT IN THE FILTRATION SYSTEM HOW**
2 **OFTEN DID YOU HAVE BROWN WATER?**

3 A. 85% OF THE TIME, SMELLY WATER IN THE BATHROOMS AND
4 LAUNDRY ROOM

5 **Q. DO YOU STILL GET BROWN WATER?**

6 A. 50% OF THE TIME WE GET BROWN
7 WATER IN THE TUB. WHEN THE
8 CHILDREN GET OUT OF THE
9 TUB, THERE IS GRIT IN THE BOTTOM OF THE TUB.

10 **Q. HAS THE WATER DAMAGED YOUR APPLIANCES?**

11 A. IT HAS DAMAGED OUR TOILETS. WE HAVE HARD WATER
12 PROBLEMS ON OUR SPRAYERS. SINKS, TOILETS, SHOWER HEADS
13 ARE AFFECTED BY THE HARD WATER.

14 **Q HOW OFTEN HAVE YOU COMPLAINED TO CAROLINA**
15 **WATER SERVICE?**

16 A.. IT WAS MORE OFTEN DURING THE WHOLE FLUSING SYSTEM. IT
17 WAS HORRIBLE. 2009-2010. I DIDN'T DO AS MUCH COMPLAINING.
18 WHEN WE FIRST MOVED OUT I DIDN'T UNDERSTAND

19 **Q. WHEN YOU DID COMPLAIN DID YOU GET ANY RESPONSE?**

20 A. AS THE FLUSHING WAS FINISHING UP, I WAS TOLD I WAS NOT
21 SUPPOSED TO USE THE WATER. ONE TIME SOMEONE CAME OUT.
22 ABOUT A YEAR AGO.

1 **Q. WHAT DID THAT PERSON DO?**

2 A. THEY TOLD ME ANYTIME YOU HAVE BROWN WATER, YOU NEED
3 TO CALL US. I TOLD THEM WE TYPICALLY HAVE BROWN WATER IN
4 THE EVENINGS WHEN WE BATHE OUR CHILDREN. WE DON'T HAVE
5 TIME TO CALL IN THIS PROBLEM.

6 **Q. HOW MUCH DO YOU PAY FOR BOTTLED WATER?**

7 A. I SPEND \$7 A WEEK ON GALLONS OF WATER. BOTTLED WATER,
8 WE SPEND \$20 PER MONTH

9 **Q. HAVE YOU EVER HAD THE WATER TESTED FOR**
10 **IRON BACTERIA?**

11 A, I DON'T KNOW. AT THE NEIGHBORHOOD MEETING IN 2008, I ASKED
12 THE DHEC LADY IF SHE HAD BROWN WATER, WOULD SHE DRINK
13 IT. SHE SAID "NO."

14 **Q. DO YOU THINK THE WATER HAS AFFECTED THE VALUE OF**
15 **YOUR HOME?**

16 A. IF I HAD KNOWN THE WATER WAWTHIS WAY, I MAY HAVE
17 RECONSIDERED BUYING THIS HOUSE. WITH THE PRICE OF THE
18 WATER, AND THE WATER QUALITY, I WOULD HAVE
19 RECONSIDERED. WHO KNOWS WHAT WE'RE INGESTING.